

**Minutes of the Integrated Sustainment Maintenance (ISM)
Program Production, Planning, and Control (PP&C) XIV Conference
West Region**

29 Sep 99

1. The ISM PP&C XIV Conference, conducted by LTC Mark A. Watts, the West Region Sustainment Maintenance Manager (RSMM), was held 8 & 9 September 1999 at FT. Hood, Texas. A list of attendees and their respective organizations are enclosed (encl 1). LTC Watts gave the welcoming remarks and Mrs. Vickie L. Bickle, Deputy RSMM, provided the administrative comments.
2. The PP&C agenda and accompanying slides are enclosed (encl 2). The topics of discussion will be highlighted in the following paragraphs.
3. Mr. Clyde Cargill provided the National Program Office (NPO) update via a slide presentation (encl 3). He opened his briefing by discussing the NPO reorganization since COL John Hills has replaced COL Greg Virgil. Ms. Lauren Reyes is the Single Stock Fund (SSF) supply team leader, Mr. Brian Shortell is the National Maintenance Manager, and Mr. Cargill is the ISM team leader. He stated that the prime focus of the NPO is the integration of retail and wholesale processes. Mr. Cargill briefed other topics, which included:
 - (a) Requirements Determination--for the first time, Item Managers will have visibility of worldwide requirements
 - (b) National Maintenance Program--depots and installations will participate in the program
 - (c) Obligation Authority--money management processes will be streamlined allowing for better control
 - (d) Credit Determination--simplified with a single credit process
 - (e) Four levels of maintenance combined into field and national categories
 - (f) Single Standard of Maintenance--reduce the Mean Time Between Failure, need to implement serial number tracking
4. Mr. Ray Youngman provided the National Sustainment Maintenance Management (NSMM) Office update. Ms. Charlene Lawson has moved to the Non-Army Managed Items office at TACOM-RI. The National Workload functions have been turned over to Mr. Bob King in the NPO. Mr. Tim Bucklaw has moved to the NPO. Tim will still be responsible for the Business Process Manual at the NPO. Mr. Harold Goodmon, Mr. Steve Etzel, and Mr. Warren Hodge are still working the Quality issues at the NSMM office.
5. Mr. Youngman presented certificates to the Idaho ARNG CSMS, represented by CAPT Vince Budell, recognizing approval of their ISO Quality Manual. He presented certificates to FT. Riley, represented by the Local Sustainment Maintenance Manager (LSMM), Mr. Bob Custer, and Kansas ARNG CSMS, represented by the Area 7 LSMM, CW2 Robert Wesslund, for completion of an external quality audit.
6. Mrs. Bickle reviewed the issues and status from PP&C XIII as follows:

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PQDR Process Regional Memo	Closed
Configuration Standards	Closed *
AVCRAD Fielding	Closed *
M9 ACE Mod Kit	Closed
Documentation Serviceable in Can	Closed
AR 5-9 Relationship to ISM	Closed *
SAMS-I/TDA Catalog Update	Closed *
PQDR Stickers	Closed
Final Test Procedures	Closed *

While these issues have been removed from the PP&C Issues list, a majority of them remain on the RSMM office's "Unresolved list". This office will continue to monitor issues identified with an * and efforts will be made to get resolution that is beneficial to the ISM program on these issues.

7. Excerpts of new issues that were presented by the RSMM/LSMM staff members are as follows:

a. Mr. Bill Dunfield, RSMM analyst, briefed SSF Demonstration. Highlights of his brief were:

- (1.) Two West ISM COE sites, FT. Sill and FT. Lewis, are participating in the Demo
- (2.) Funding: Military Interdepartmental Purchase Requests (MIPRs) for these two sites will be Army Materiel Command (AMC) MIPRs
- (3.) Split Lines: number of split lines will probably diminish
- (4.) Transfer of Stocks: there will be multiple CTASCs involved. The USVE table is changed only at the Army Working Capitol Fund (AWCF) box
- (5.) Standards of Repair: AMSAA may be out to your shops to talk to you. They have been tasked by AMC to develop the “overhaul” standard. Their plan is to survey the repair sites and determine ground truth first and build on that information
- (6.) Catalog/Modification Work Orders (MWO): There are numerous catalog error issues. A few examples are:
 - 10% of the Center of Excellence (COE) lines have catalog issues
 - Maintenance Repair Code shows a mis-match between the prime and the sub National Stock Numbers
 - MWO applications that generate new stock numbers where the old and new numbers are not interchangeable

b. Mr. Rick Butts, RSMM systems administrator, briefed the National Guard (NG) Communication Issue: the NG cannot update the EVAC table in EMIS at the present time; however, the problem is being worked by the NG and we hope they have it corrected soon.

c. Mr. Bill Middleton, LSMM at FT. Carson, briefed the FT. Carson Fuel Pump Not Repairable This Station (NRTS) issue. There is an increase in NRTS rates starting in the 3rd quarter. The JP8 fuel doesn't have the lubrication that the old diesel fuel did. FT Carson doesn't want to receive fuel pumps that have been steam cleaned; however, they do need to be free of all

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fuel prior to shipment. FT Carson will put an information sheet in with the serviceables, advising the customer how to send the items back properly. If the trend keeps going, it will affect whether the fuel pump will continue as a COE line.

8. Mrs. Bickle briefed the COE Regional Participation; Unserviceable Lag Time; Transportation Review and Regional Production Performance. LTC Watts reviewed regional participation indicators with the LSMMs. Each LSMM was required to brief their COE production performance, Mean Time To Repair and backlog.

9. Mr. David Brown, RSMM analyst, briefed the ISO 9002 Documentation (Compliance), QDR Review, Serial Number Tracking and National Workload. An item of particular interest was the new screening criteria for the Bid process. In order to submit a bid after 1 July 2000, a Maintenance Activity must have an approved ISO 9002 Quality Manual, conduct an annual internal audit and have prepared Level B supporting documentation. When awarded a new COE line, the Maintenance Activity will have a specific number of days to develop a Level C Quality Plan and provide it through the RSMM office to the NSMM office. Further information pertaining to the Level C Quality Plan will be forthcoming as this issue is still being worked with the NSMM Quality point of contact, Mr. Harold Goodman.

10. Mr. Mike Geary, RSMM staff site manager, briefed the status of the National Work Program (NWP). The RSMM office has been working on this issue for about 10 months. The connectivity between EMIS and the wholesale computers is not there. The original program was designed by AMC, and then they turned it over to INNOLOG. The fixes to the software program have been made by AMC. INNOLOG has conducted testing and the system is ready to be put back online. However, we are told INNOLOG's priority right now is Y2K validation and this program will now be delayed. A conference call with INNOLOG indicates the NWP person has hours that could be used to continue getting the NWP program online. A message has been sent to Helen Roney indicating these hours are available. The RSMM office is awaiting a response, which will probably have to be coordinated with COL Hils. We are requesting that the NWP connectivity and the Y2K validation be accomplished simultaneously. If we do one location, one NSN at a time, we do not see any difficulty integrating this into the Y2K validation process.

11. The ISM excellence award was presented to the Directorate of Logistics, FT. Lewis, represented by Mr. Monty Thiesse, LSMM at FT. Lewis.

12. Mr. Bert Brauner, LSMM at FT. Bliss, suggested getting a special supply project code for ISM parts. Then the Defense Logistics Agency would know that the item is for a local repair item and the item manager would know the requested parts are for a continuing repair program. Mr. Cargill suggested that Ms. Lauren Reyes of the NPO could assist with this issue. Mrs. Bickle will get in touch with Ms. Reyes.

13. The second day of the conference was a RSMM/LSMM meeting. At that time, several topics were presented to generate discussion among the group. Brief summaries of the topics are listed below.

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a. Special Project Codes: Standardize project codes to enhance identification of work. Create a maintenance project code in the STAMIS. The LSMMs concurred with the need and agreed to provide input of what needed a project code along with a recommended code. The NSMM office has coordinated the assignment of a supply project code for GS Maintenance Training requirements.

c. Internal Audits: They have to be submitted to the RSMM office. Activities need to document how they made their decisions rather than just checking the block "yes or no" after they do their internal audit.

d. ARNG LSMM Reorganization: The RSMM office will begin the process of moving the Area 8 states into their new areas starting on 10 Sep 99. (This process has been completed).

e. STAMIS/AMMMIS Entry Errors: Same problem that has been discussed in previous PP&Cs. People are canceling workorders and not assigning a task; therefore, it stays in EMIS. This is directed at SAMS-I/TDA.

f. Non-COE Production: The NSMM office had tasked the RSMM office to look at a process that would impose a penalty for COE violations. The LSMMs voted NOT to have a penalty for COE violations.

g. SAMS-I/TDA Catalog Update: Some activities have a problem and others don't seem to have a problem. (Since the PP&C, Mrs. Bickle has sent out two messages to the LSMMs. One message restates the problem and the other message contains the script for how to update the catalog).

h. MIPRs for Depot Lines: The best approach is to send a MIPR for as little as five dollars. Then it will be much easier to modify that MIPR and the PRON it created rather than to send another MIPR and wait for three to five weeks for another PRON to be created.

i. FY00 Audit and Training Schedule: Mr. Brown discussed who had requested on-site training and who requested centralized training. He also mentioned that there are a lot of activities who do not have a quality manual approved. The NSMM office would like to know who is not going to participate in ISM, so the quality team can work on reviewing manuals for activities that are going to participate.

j. National Training Center (NTC) Shipping Address: Mr. Curtis Russell, representing the LSMM at NTC, briefed that NTC has a new shipping address. Mr. Petruncio, LSMM at NTC, wanted the other LSMMs to know about this address as he is concerned what will happen come 1 Oct 99. The MMC commander has decided that AWCF will be out of the CRP. The issue is how to tell them apart. The NTC will identify which items are AWCF by stamping the workorder and the can.

k. ARNG Participation in the SSF Demo: CW2 Bob Wesslund stated that it was a 99% probability that Kansas and Missouri National Guards are going to be included in the SSF Demo. This unconfirmed information leads CW2 Wesslund to believe that 92 lines will drop off the

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COE Master list at the start of the demonstration. This action will mean that the maintenance activities will not be getting the returns they think they are supposed to get. (This subject is currently being researched).

14. There were three COE lines that had not been awarded prior to the PP&C. After a short discussion, LTC Watts awarded the SINCGARS Amplifier to FT. Leonard Wood and the Generator to FT. Riley. After a lengthy discussion on the FAASV engine, LTC Watts gave the LSMMs who bid on that line an extended suspense to COB 15 September 1999 to send him any new information that would help him in deciding who should win this line. (This line was subsequently awarded to FT. Lewis).

15. The next West Region PP&C is tentatively scheduled for March 2000, with the exact dates, time, and location TBD. The next West Region VTC is scheduled for 2 December 1999.

16. The point of contact is Mrs. Vickie L. Bickle at DSN: 738-6977 or COM: (254) 288-6977.

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//Signed//
Vickie L. Bickle
Deputy West RSMM
FT. Hood, TX